Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1004	(715/500).CCLS.	US-PGPUB; USPAT	OR	OFF	2005/08/31 15:08
L3	7	1 and ((locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge)))	US-PGPUB; USPAT	OR	ON	2005/08/31 15:09
S1	25	("6553365" "6604110" "6772137" "5761512" "6144944" "6208994" "6240466" "6397203" "6697800" "20030105732" "6349295" "6377949" "6353840" "6560588" "6626957" "6640229" "6687873" "6732331" "6754648" "20020087600" "20020152244" "20040205548" "5895470" "6078918" "6115709").pn.	US-PGPUB; USPAT	OR	ON	2005/08/30 16:39
S2	3	("6356898" "6560588" "6480835").pn.	US-PGPUB; USPAT	OR	ON	2005/08/29 15:34
S3	929	(locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge))	US-PGPUB; USPAT	OR	ON	2005/08/31 15:09
S4	46	((locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge))) same expert	US-PGPUB; USPAT	OR	ON	2005/08/29 15:37
S5	3	S4 and "715"/$.ccls.	US-PGPUB; USPAT	OR	ON	2005/08/29 15:59
S6	46	((locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge))) same expert	US-PGPUB; USPAT	OR	ON	2005/08/29 15:59
S7	24	S6 and "707"/$.ccls.	US-PGPUB; USPAT	OR	ON	2005/08/29 15:59
S8	3	S6 and "715"/$.ccls.	US-PGPUB; USPAT	OR	ON	2005/08/29 15:59
S9	23	S7 not S8	US-PGPUB; USPAT	OR	ON	2005/08/29 16:12
S10	82	mitre.as.	US-PGPUB; USPAT	OR	ON	2005/08/29 16:12
S11	0	S10 and "expert finder"	US-PGPUB; USPAT	OR	ON	2005/08/29 16:13
S12	0	S10 and "expertise management"	US-PGPUB; USPAT	OR	ON	2005/08/29 16:13
S13	3	S10 and (expertise or expert)	US-PGPUB; USPAT	OR	ON	2005/08/29 16:15

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S14	929	(locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge))	US-PGPUB; USPAT	OR	ON	2005/08/29 16:15
S15	0	S14 and S10	US-PGPUB; USPAT	OR	ON	2005/08/29 16:15
S16	930	(locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge))	US-PGPUB; USPAT	OR	ON	2005/08/30 16:39
S17	113	S16 and category and topic	US-PGPUB; USPAT	OR	ON	2005/08/30 16:40
S18	12	S17 and decay$	US-PGPUB; USPAT	OR	ON	2005/08/30 19:49
S19	16	tacit.as.	US-PGPUB; USPAT	OR	ON	2005/08/30 17:45
S20	29	"newbold david".in.	US-PGPUB; USPAT	OR	ON	2005/08/30 18:21
S21	5	"newbold david leroy".in.	US-PGPUB; USPAT	OR	ON	2005/08/30 18:21
S22	8	"expert finder" or expertfinder	US-PGPUB; USPAT	OR	ON	2005/08/30 19:40
S23	930	(locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge))	US-PGPUB; USPAT	OR	ON	2005/08/30 19:49
S24	54	S23 and decay$	US-PGPUB; USPAT	OR	ON	2005/08/31 10:38
S25	42	S24 and expert	US-PGPUB; USPAT	OR	ON	2005/08/30 19:50
S26	18	S24 and ((locate or find) near3 expert)	US-PGPUB; USPAT	OR	ON	2005/08/30 19:51
S27	26	S25 not gilmour.in.	US-PGPUB; USPAT	OR	ON	2005/08/30 19:55
S28	33	S24 and (expertise or affinity)	US-PGPUB; USPAT	OR	ON	2005/08/30 19:55
S29	10	S28 not S27	US-PGPUB; USPAT	OR	ON	2005/08/30 19:55
S30	0	("6377949" "20050108281" "6711570" "6668251" "6205472" "6832224" "20020087600").pn. and reset$	US-PGPUB; USPAT	OR	ON	2005/08/31 10:37
S31	46	((locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge))) same expert	US-PGPUB; USPAT	OR	ON	2005/08/31 10:37
S32	5	S31 and reset$	US-PGPUB; USPAT	OR	ON	2005/08/31 10:37

S33	930	(locat$ or determin$ or calculat$) with (user near2 (affinity or expertise or knowledge))	US-PGPUB; USPAT	OR	ON	2005/08/31 10:38
S34	54	S33 and decay$	US-PGPUB; USPAT	OR	ON	2005/08/31 10:38
S35	6	S34 and reset$	US-PGPUB; USPAT	OR	ON	2005/08/31 10:39
S36	137	S33 and reset$	US-PGPUB; USPAT	OR	ON	2005/08/31 10:39
S37	1	S33 and (reset$ near3 score)	US-PGPUB; USPAT	OR	ON	2005/08/31 10:40
S38	2	S33 and (reset$ with score)	US-PGPUB; USPAT	OR	ON	2005/08/31 10:40
S39	22	S33 and (increas$ near3 score)	US-PGPUB; USPAT	OR	ON	2005/08/31 10:41
S40	0	S39 and decay$	US-PGPUB; USPAT	OR	ON	2005/08/31 10:41
S41	1	"6356898".pn.	US-PGPUB; USPAT	OR	ON	2005/08/31 14:01
S42	1	"6076088".pn.	US-PGPUB; USPAT	OR	ON	2005/08/31 14:12
S43	1	"5963940".pn.	US-PGPUB; USPAT	OR	ON	2005/08/31 14:12
S44	3	("6377983" "6356898" "6513039").pn.	US-PGPUB; USPAT	OR	ON	2005/08/31 15:08

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1 Agents to assist in finding help
Adriana Vivacqua, Henry Lieberman
April 2000   **Proceedings of the SIGCHI conference on Human factors in computing systems**
Full text available: 🗎 pdf(1.35 MB)   Additional information: full citation, abstract, references, cites, index terms

When a novice needs help, often the best solution is to find a human expert who is capable of answering the novice's questions. But often, novices have difficulty characterizing their own questions and expertise and finding appropriate experts. Previous attempts to assist expertise location have provided matchmaking services, but leave the task of classifying knowledge and queries to be performed manually by the participants. We introduce *Expert Finder*, an agent that automatically clas ...

Keywords: Java, agents, expertise location, help systems, matchmaking

2 Collaborative Virtual Design Environments: Expert Finding for Collaborative Virtual Environments
Mark Maybury, Ray D'Amore, David House
December 2001 **Communications of the ACM**, Volume 44 Issue 12
Full text available: 🗎 pdf(213.52 KB) 🗎 html(8.59 KB)   Additional information: full citation, references, cites, index terms

3 Mobile services and technology track: Extending knowledge management to mobile workplaces
Volker Derballa, Key Pousttchi
March 2004   **Proceedings of the 6th International conference on Electronic commerce ICEC '04**
Full text available: 🗎 pdf(256.80 KB)   Additional information: full citation, abstract, references, index terms

Knowledge and Knowledge Management (KM) are evolving into an increasingly eminent source of competitive advantage. However, for the time being, the potential of KM is usually limited to stationary workplaces. This excludes a multiplicity of mobile workers, many of them in charge of knowledge-intensive activities. This paper examines the capabilities and limitations of mobile technology usage in order to support KM. After a general overview of KM, the relevant mobile technology is introduced. Sub ...

Keywords: knowledge management, mobile added values, mobile business processes, mobile commerce, mobile knowledge management

4 Session 6: Evaluating expertise recommendations
David W. McDonald
September 2001 **Proceedings of the 2001 International ACM SIGGROUP Conference on Supporting Group Work**
Full text available: 🗎 pdf(17.55 KB)   Additional information: full citation, abstract, references, cites, index terms

Finding a person who has the expertise to solve a specific problem is an important application of recommender systems to a difficult organizational problem. Prior systems have made attempts to implement solutions to this problem, but few systems have undergone systematic user evaluation. This work describes a systematic evaluation of the Expertise Recommender (ER), a system that recommends people who are likely to have expertise in a specific problem. ER and the organizational context for which ...

Keywords: CSCW, computer-supported cooperative work, expertise location, recommendation systems, user evaluation

5 Posters: Expertise community detection
Raymond D'Amore
July 2004   **Proceedings of the 27th annual international ACM SIGIR conference on Research and development in information retrieval SIGIR '04**
Full text available: 🗎 pdf(29.52 KB)   Additional information: full citation, abstract, references, index terms

Providing knowledge workers with access to experts and communities-of-practice is central to sharing expertise and crucial to organizational performance, adaptation, and even survival. This paper covers ongoing research to develop an Expert Locator prototype, a model-based system for detecting experts and broader communities-of-practice. The underlying expertise model is extensible and supports aggregation of evidence across diverse sources. The prototype is being used to locate critical experti ...

Keywords: distributed retrieval, expert finding, expertise model, fusion

6 Social networks and trust: Searching social networks
Bin Yu, Munindar P. Singh
July 2003   **Proceedings of the second international joint conference on Autonomous agents and multiagent systems**
Full text available: 🗎 pdf(233.18 KB)   Additional information: full citation, abstract, references, cites, index terms

A referral system is a multiagent system whose member agents are capable of giving and following referrals. The specific cases of interest arise where each agent has a user. The agents cooperate by giving and taking referrals so each can better help its user locate relevant information. This use of referrals mimics human interactions and can potentially lead to greater effectiveness and efficiency than in single-agent systems. Existing approaches consider what referrals may be given and treat the ...

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1 Collaborative Virtual Design Environments: Expert Finding for Collaborative Virtual Environments
Mark Maybury, Ray D'Amore, David House
December 2001 **Communications of the ACM** Volume 44 Issue 12
Full text available: ☐ pdf(219.02 KB) ☐ html(8.50 KB)   Additional information: full citation, references, citings, index terms

2 Web mining: Ranking user's relevance to a topic through link analysis on web logs
Jidong Wang, Zheng Chen, Li Tao, Wei-Ying Ma, Liu Wenyin
November 2002 **Proceedings of the 4th international workshop on Web information and data management**
Full text available: ☐ pdf(279.29 KB)   Additional information: full citation, abstract, references, citings, index terms

Computing the web-user's relevance to a give topic is an important task for any personalization service on the Web. Since the interest
and preference of a web-user are revealed in his Web browsing history, in this paper we develop a novel approach that utilizes Web logs
to compute the relevance of a web-user to a given query. In contrast to traditional methods that are purely based on textual analysis,
our approach calculates the web-user's relevance through link analysis under a unified framewo ...

Keywords: link analysis, web mining, web usage mining

3 Posters: Expertise community detection
Raymond D'Amore
July 2004   **Proceedings of the 27th annual international ACM SIGIR conference on Research and development in information
               retrieval SIGIR '04**
Full text available: ☐ pdf(126.52 KB)   Additional information: full citation, abstract, references, index terms

Providing knowledge workers with access to experts and communities-of-practice is central to sharing expertise and crucial to
organizational performance, adaptation, and even survival. This paper covers ongoing research to develop an Expert Locator prototype, a
model-based system for detecting experts and broader communities-of-practice. The underlying expertise model is extensible and
supports aggregation of evidence across diverse sources. The prototype is being used to locate critical experti ...

Keywords: distributed retrieval, expert finding, expertise model, fusion

4 Applications and architecture: SHOCK: communicating with computational messages and automatic private profiles
Rajan M. Lukose, Eytan Adar, Joshua R. Tyler, Caesar Sengupta
May 2003   **Proceedings of the 12th international conference on World Wide Web**
Full text available: ☐ pdf(231.89 KB)   Additional information: full citation, abstract, references, index terms

A computationally enhanced message contains some embedded programmatic components that are interpreted and executed
automatically upon receipt. Unlike ordinary text email or instant messages, they make possible a number of useful applications. In this
paper, we describe a general and flexible messaging system called SHOCK that extends the functionality of prior computational email
systems by allowing XML-encoded SHOCK messages to interact with an automatically created profile of a user. These pr ...

Keywords: collaborative systems, networking and distributed web applications, privacy and preferences

5 Doctoral consortium: Recommending expertise in an organizational setting
David W. McDonald
May 1999   **CHI '99 extended abstracts on Human factors in computing systems**
Full text available: ☐ pdf(205.55 KB)   Additional information: full citation, abstract, references

This work explores how information systems can be augmented to assist users in finding other individuals who are likely to have
specialized, expert information that they need. This paper describes a field study that considers the social and cognitive mechanisms that
people use to find candidate sources of expertise. These mechanisms are the basis for a recommender system that can help users find
expertise.

Keywords: computer supported cooperative work, expertise, field study, qualitative research, recommender system, system design

6 WWW mining: Graph-based ranking algorithms for e-mail expertise analysis
Byron Dom, Iris Eiron, Alex Cozzi, Yi Zhang
June 2003   **Proceedings of the 8th ACM SIGMOD workshop on Research issues in data mining and knowledge discovery**
Full text available: ☐ pdf(136.52 KB)   Additional information: full citation, abstract, references, citings, index terms

In this paper we study graph--based ranking measures for the purpose of using them to rank email correspondents according to their
degree of expertise on subjects of interest. While this complete expertise analysis consists of several steps, in this paper we focus on the
analysis of digraphs whose nodes correspond to correspondents (people), whose edges correspond to the existence of email
correspondence between the people corresponding to the nodes they connect and whose edge directions point f ...

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1 Expertise recommender: a flexible recommendation system and architecture
David W. McDonald, Mark S. Ackerman
December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**
Full text available: pdf(155.39 KB)   Additional Information: full citation, abstract, references, citings, index terms

Locating the expertise necessary to solve difficult problems is a nuanced social and collaborative problem. In organizations, some people
assist others in locating expertise by making referrals. People who make referrals fill key organizational roles that have been identified by
CSCW and affiliated research. Expertise locating systems are not designed to replace people who fill these key organizational roles.
Instead, expertise locating systems attempt to decrease workload and support peopl ...

Keywords: CSCW, collaborative filtering, computer-supported cooperative work, expert locators, expertise finding, expertise location,
information seeking, recommendation systems

2 Session 6: Evaluating expertise recommendations
David W. McDonald
September 2001 **Proceedings of the 2001 International ACM SIGGROUP Conference on Supporting Group Work**
Full text available: pdf(317.65 KB)   Additional Information: full citation, abstract, references, citings, index terms

Finding a person who has the expertise to solve a specific problem is an important application of recommender systems to a difficult
organizational problem. Prior systems have made attempts to implement solutions to this problem, but few systems have undergone
systematic user evaluation. This work describes a systematic evaluation of the Expertise Recommender (ER), a system that recommends
people who are likely to have expertise in a specific problem. ER and the organizational context for which ...

Keywords: CSCW, computer-supported cooperative work, expertise location, recommendation systems, user evaluation

3 Social browsing: Studying the effect of similarity in online task-focused interactions
Dan Cosley, Pamela Ludford, Loren Terveen
November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**
Full text available: pdf(257.60 KB)   Additional Information: full citation, abstract, references, citings, index terms

Although the Internet provides powerful tools for social interactions, many tasks-for example, information-seeking-are undertaken as
solitary activities. Information seekers are unaware of the invisible crowd traveling in parallel to their course through the information
landscape. Social navigation systems attempt to make the invisible crowd visible, while social recommender systems try to introduce
people directly. However, it is not clear whether users desire or will respond to social cues ind ...

Keywords: community, demographics, friendship, matchmaking, recommender systems, similarity, social navigation

4 Knowledge Management I: Information seeking and sharing in design teams
Steven Poltrock, Jonathan Grudin, Susan Dumais, Raya Fidel, Harry Bruce, Annelise Mark Pejtersen
November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**
Full text available: pdf(544.14 KB)   Additional Information: full citation, abstract, references, citings, index terms

Information retrieval is generally considered an individual activity, and information retrieval research and tools reflect this view. As digitally
mediated communication and information sharing increase, collaborative information retrieval merits greater attention and support. We
describe field studies of information gathering in two design teams that had very different products, disciplinary backgrounds, and tools.
We found striking similarities in the kinds of information they sought and the m ...

Keywords: collaborative design, collaborative information retrieval

5 Social networks and trust: Searching social networks
Bin Yu, Munindar P. Singh
July 2003   **Proceedings of the second international joint conference on Autonomous agents and multiagent systems**
Full text available: pdf(331.18 KB)   Additional Information: full citation, abstract, references, citings, index terms

A referral system is a multiagent system whose member agents are capable of giving and following referrals. The specific cases of interest
arise where each agent has a user. The agents cooperate by giving and taking referrals so each can better help its user locate relevant
information. This use of referrals mimics human interactions and can potentially lead to greater effectiveness and efficiency than in single-
agent systems. Existing approaches consider what referrals may be given and treat the ...

Keywords: knowledge management, referral systems, social networks

6 Technical papers: software understanding: Hipikat: recommending pertinent software development artifacts
Davor Čubranić, Gail C. Murphy
May 2003   **Proceedings of the 25th International Conference on Software Engineering**
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